



**Seattle Human Services Department
Communities Supporting Safe and Stable Housing**

Advisory Council Meeting
August 18, 2011
3:00 to 5:00 p.m.

Rainier Community Center
4600 38th Avenue South

Agenda

Integrating Services to Increase Impact & Efficiency

Themes to Keep in Mind:

**Client-centered, Collaborative, Culturally Competent
Flexible Services and Funding**

- I. Welcome and Introductions
- II. Recap: July 21st Meeting
- III. Integrating Services to Increase Impact & Efficiency: Small Group Discussion

Five strategies for the next five years: In the next five years, how can HSD target resources to better integrate services to support families and individuals? How can we as a community leverage resources to increase the impact and efficiency of HSD investments?

What actions do you recommend to:

- A. Create places where people can go to connect with care and support to stay in housing or move quickly to housing.
 - B. End cycles that can lead to adult homelessness: increase intervention services to stabilize families and youth.
 - C. Increase integrated service system responses for families and individuals who are victims of domestic violence.
- IV. Small Group Report Out/ Observations, Comments and Thoughts
 - V. Next Steps, Adjourn

For information and updates please visit the Human Services Department website:
www.Seattle.gov/humanservices/initiatives.htm

Seattle Human Services Department

Communities Supporting Safe and Stable Housing
Advisory Council Meetings

Date	Time & Place	Topic
Thursday May 26, 2011	1:00 to 3:00 p.m. The 2100 Building 2100 24 th Ave South	Community Launch Meeting
Advisory Council Thursday June 16, 2011	3:00 – 5:00 pm Rainer Community Center 4600 38 th Ave South	Exploring Investment Priorities
Advisory Council Thursday July 21, 2011	3:00 – 5:00 pm Rainer Community Center 4600 38 th Ave South	Creating Intentional Pathways to Housing
Advisory Council Thursday August 18, 2011	3:00 – 5:00 pm Rainer Community Center 4600 38 th Ave South	Integrating Services to Increase Impact and Efficiency
Advisory Council Thursday September 15, 2011	3:00 – 5:00 pm Rainer Community Center 4600 38 th Ave South	Moving to a System with Goals and Measures for Success
Community Meetings September October November		Community Input/Feedback

Presentation materials and meeting summaries for the Advisory Council will be posted on the
Seattle Human Services Department's Initiatives web page:
<http://www.seattle.gov/humanservices/initiatives.htm>

**Seattle Human Services Department
Communities Supporting Safe and Stable Housing
Advisory Group Meeting – July 21, 2011**

Meeting Summary

I. Welcome and Introductions

Al Poole welcomed everyone to the meeting. He introduced the group to Catherine Lester, HSD's new Deputy Director. A list of participants in attendance is attached to the summary notes.

II. Agenda and Review of the Process

Andrea Akita reviewed the agenda and presented a recap of the Investment Plan Goals and of the process to date. Please refer to the "*Summary of Framework Goals and Themes*" handout for more information on the recap.

III. Intentional Pathways to Housing

Mary Flowers introduced the group exercise. Advisory Group members were asked to consider how investments will create intentional pathways out of shelter to housing, especially for those who have resided in shelter care for a long time and those who are frequent users of the shelter care system. In small groups, the Advisory Group members created a "menu" of HSD-funded support services to increase pathways to housing. The groups were asked to prioritize the menu of services by allocating \$100 among the items on their service menus.

IV. Small Group Report-Out

The groups approached the task in a number of ways, creating menus which included different combinations of priorities as described below. One group had a lively discussion but chose not to complete the exercise because they felt there were insufficient funds provided (\$100 was not adequate).

There were five areas which emerged as overall priorities:

1. Safe places to be 24/7 - including 24-hour shelters/interim housing, overnight shelters connected to day/hygiene services and transitional housing; all with case management, housing search and referral.
2. Individualized services (including services such as trauma/mental health services for children, case managers, advocates, mentors, financial planning).
3. Portals for services (or coordinated entry/assessment points) with outreach to unsheltered populations (car campers, encampments, street homeless) and in-reach to jails and hospitals.
4. Eviction/homelessness prevention and diversion from shelters.
5. Rental assistance.

Cultural competency and advocacy were also identified as a top priority, and in one group they had equal weight to investments in 24-hour and overnight shelter.

Groups recognized the need to leverage resources when possible to increase the impact of services and the need to address immediate safety needs by providing shelter before additional services are considered.

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Observations/Comments/Questions:

- Participants reflected that the exercise was challenging, and at times overwhelming. Groups felt they had to come up with the “right” answer and there were varying ideas of what was most important. There was a comment that wasn’t enough information provided for the service menu and prioritization exercise. It’s helpful to have **knowledge of current investments** and to look at funding in a historical context. If change is going to occur incrementally, it’s important to understand the existing picture.
- **Community values and goals** to provide adequate support to move all people quickly to housing are **not supported by sufficient resources**.
- There was a desire to provide **more opportunities for client involvement** and determination in creating solutions and their own path to self-sufficiency. This was noted as an interest especially in the veteran community.
- The City’s funding for homeless services is a result of the **advocacy efforts by community agencies/providers**. There should not be assumptions and acceptance that there will be fewer resources available.

There were questions about the HSD’s total investments in human services and whether other investment areas (non-homeless assistance services) are involved in similar community processes. A question was also asked about how the HSD and its Director plan to **increase resources and partnerships** to address critical needs of persons who are homeless. Participants noted the need to think more creatively about resources that are available to us, and look for new opportunities to have collective conversations and come together as an entire community to meet the growing needs.

- Service providers do not embrace the term “survival services” as a model for programs. Mere survival is not the end goal; **addressing survival needs is the first step toward thriving**.
- Addressing homelessness needs to be viewed from a broader perspective; we can’t think in terms of “my” agency/program, rather we need to **find common ground** and not lose sight of who we’re helping. Additionally, collaboration has to remain part of the discussion, and everyone has to have the courage to collaborate with others and reach out to agencies.

V. **Meeting Adjourned**

Al Poole thanked the Advisory Group for their time, and encouraged them to continue to participate in the process.

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Summary of Small Group Discussions around Intentional Pathways to Housing:

Group 1:

- Shelter (12 and 24 hour) and day centers (\$70)
- Coordinated Entry and Outreach/Inreach (\$30)

Group 2:

- “insufficient funds”
- Interested in seeing stable, dignified housing with services
- Kind of services built up have been to help people out of homelessness
- What do we want pathways to housing to look like? Eg. What about those not homeless?

Group 3:

- Prevention – broadly defined, including childhood programs through eviction prevention (\$20)
- Rental Assistance (\$20)
- Service-enriched 24-hour shelter (\$10)
- Overnight shelter 12-hour (\$10)
- Cultural competency (\$10)
- Child services for trauma/mental health (\$10)
- Case Management, mentors, advocates (\$5)
- Diversion from shelter (\$5)
- Day Centers/Drop-In (\$5)
- Financial and Family Planning (\$5)

Group 4:

- Safe Place to be 24/7 (\$86.73)
- Individual Services – RR & Case Management (\$11.58)
- Portal Services (\$1.67)
- Advocacy – increase resources; apply for foreign aid (\$0.02)

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Sign In Sheet

Name	Agency
1. Nicole Macri	DESC
2. Dana Libby	Salvation Army
3. Patty Turnberg	Immanuel Community Services
4. Minh Dinh	First Place
5. Mike Johnson	Seattle Union Gospel Mission
6. Jarvis Capucion	SHARE/WHEEL
7. Rick Reynolds	Nightwatch
8. Flo Beaumon	Catholic Community Services
9. Monte Smith	SHARE/WHEEL
10. Graciela Gonzalez	El Centro de la Raza
11. Jason Gortney	Children's Home Society of WA
12. Marge Morrison	Wellspring Family Services
13. Kate Joncas	DSA
14. Sean Walsh	YMCA
15. Kate Speltz	King County DCHS
16. Ginny Ware	New Beginnings
17. MJ Kiser	Compass Housing Alliance
18. Rick Friedhoff	Compass Housing Alliance
19. Mohamed Aden	Muslim Housing
20. Steve Daschle	SWYFS
21. Marcus Stubblefield	King County
22. Daniel Malone	DESC
23. Sharon Lee	LIHI
24. Sheila Sebron	CEHKC ; Veteran-Community Network (UCN)
25. Jeanice Hardy	YWCA
26. Patricia Hayden	YWCA
27. Alison Eisinger	SKCCH
28. Trudi Fajans	PH HCHN
29. Liz McDaniel	Mary's Place
30. Ciara Murphy	Salvation Army DV Programs
31. Marty Hartman	Mary's Place
32. Debbie Thiele	Seattle Office of Housing

Seattle Human Services Department: Catherine Lester, Al Poole, Judy Summerfield, Andrea Akita, Tan-Mei Teo, Dick Sugiyama, Amy Heyden, Mary Flowers, Lindsey Zimmerman.